

Privacy Statement

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1. GENERAL INFORMATION

We believe that your trust in us is the most important capital of Drukkerij Hendrix (hereafter referred to as Drukkerij Hendrix, we or us), and so your privacy is of fundamental importance for us.

The present privacy statement (hereafter referred to as the Privacy Statement) is applicable to, amongst other things, (i) our website www.drukkerijhendrix.be (hereafter referred to as the Website) and (ii) all

(commercial) relations between Drukkerij Hendrix and its customers, prospects and business partners (iii) when visiting the building/offices (iv) when visiting trade fairs and/or events.

This Privacy Statement contains, amongst other things, information about the personal data that Drukkerij Hendrix collects, as well as about how Drukkerij Hendrix uses and processes these personal data.

Drukkerij Hendrix wishes to emphasise that it strives at all times to act in accordance with the "Privacy Legislation", i.e. (i) the Belgian Privacy Act of 8 December 1992 on the protection of privacy in relation to the processing of personal data, (ii) the EU Regulation 2016/679 of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data and repealing Directive 95/46/EG and (iii) the (future) Belgian legislation on the implementation of the aforementioned Regulation.

Visiting the Website, calling upon the services of Drukkerij Hendrix, signing up for the newsletter, registering for an event, in other words, any form of communication with Drukkerij Hendrix entails your explicit approval (by means of communication of your personal data or opt-in) of the Privacy Statement and thus of how Drukkerij Hendrix collects, uses and processes your personal data.

Please read this Privacy Statement together with the legal disclaimer and cookie policy of Drukkerij Hendrix.

1.1. TYPES OF PERSONAL DATA

Drukkerij Hendrix can collect and process the following personal data

- Last name
- First name
- Sex
- Date of birth
- Address information
- Email address
- Telephone number (fixed and/or mobile phone)
- Bank account number
- Account name
- Password
- Customer number
- Camera images
- Communication preference
- Login data
- Geographical data
- Registration number
- Social media profile
- []

Drukkerij Hendrix also automatically collects anonymous information about the use you make of the Website. For example, Drukkerij Hendrix will automatically log what parts of the Website you visit, which web browser you use, which website you were visiting when you obtained access to the Website.

1.2. HOW PERSONAL DATA IS COLLECTED

These personal data are collected during or within the framework of:

- Visiting the Website
- Visiting the company offices
- Signing up for the newsletter
- Registering for webinars, events, seminars, demonstrations, etc.
- A collaboration with Drukkerij Hendrix

Communication/correspondence with and proceeding from Drukkerij Hendrix • The exchange of business cards

The personal data collected by Drukkerij Hendrix are thus expressly and voluntarily furnished by you.

The provision of certain personal data is (sometimes) a condition in order to be able to enjoy certain services (e.g. to gain access to certain parts of the website, to sign up for newsletters, to participate in certain activities and events). It is hereby indicated which data it is obligatory to fill in and which are optional.

1.3. USE OF PERSONAL DATA

Drukkerij Hendrix can use your personal data for the following purposes:

- The follow-up after a meeting
- The execution of a contract with Drukkerij Hendrix (including the follow-up thereof)
- The answering of questions (whether or not asked via contact form)
- The follow-up after visiting the website
- Optimisation of the quality, management and content of the Website
- The conducting of customer satisfaction research, surveys and other market studies
- The sending of newsletters
- The sending of targeted marketing and advertising, updates and promotional offers on the basis of your communication preference and – if necessary – on the basis of your explicit approval
- Statistical purposes
- The provision of assistance
- Administrative purposes
- Accounting purposes
- Registering visitors to the company offices

The processing is done on the following legal grounds, depending on the case:

- You have given consent for the processing of your personal data for one or more specific purposes
- The processing is necessary for the execution of the contract with Drukkerij Hendrix or to take measures at your request prior to the conclusion of a contract
- The processing is necessary in order to fulfil a statutory obligation that rests upon Drukkerij Hendrix
- The processing is necessary in order to protect your vital interests or those of some other natural person
- The processing is necessary for the fulfilment of a task of general interest
- The processing is necessary for the promotion of the justified interests of Drukkerij Hendrix or of a third party, unless your interests or fundamental rights and your fundamental freedoms which compel protection of personal data weigh more heavily than those interests (especially if you are a minor)

1.4. DISCLOSURE OF PERSONAL DATA TO THIRD PARTIES

Drukkerij Hendrix will not disclose your personal data to third parties, unless it is necessary within the framework of the execution of the contract and the optimisation thereof (such as but not limited to Drukkerij Hendrix). Within this framework, your personal data might possibly be disclosed to payment providers, software suppliers, financial institutions, cloud partner, transport partners, service providers, etc.

If it is necessary within this framework for Drukkerij Hendrix to disclose your personal data to third parties, the third party involved is obliged to use your personal data in accordance with the provisions of this Privacy Statement.

Notwithstanding the foregoing, however, it is possible that Drukkerij Hendrix will disclose your personal data:

To the competent authorities (i) if Drukkerij Hendrix is obliged to do so on the basis of the law or within the framework of a judicial or a future judicial proceeding and (ii) to preserve and defend the rights of Drukkerij Hendrix.

If Drukkerij Hendrix or virtually all of its assets are taken over by a third party, in which case your personal data which were collected by Drukkerij Hendrix shall constitute one of the transferred assets.

In all other cases Drukkerij Hendrix shall not sell, lease out or pass on your personal data to third parties, unless it has (i) obtained your consent to do so and (ii) concluded a data processing agreement with the third party involved, which contains the necessary guarantees concerning confidentiality and privacy in connection with the handling of your personal data.

1.5. CROSS-BORDER PROCESSING OF PERSONAL DATA

Any transfer of personal data outside the European Economic Area (EEA) to an addressee who has his domicile or registered office in a country that does not fall under an adequacy decision issued by the European Commission will be governed by provisions of a data transfer agreement which either (i) will contain the standard contractual clauses as specified in the Decision of the European Commission of 5 February 2010 (Decision 2010/87/EC), or (ii) will offer adequate guarantees by some other mechanism on the basis of Privacy Legislation or any other regulations concerning the processing of personal data.

1.6. STORAGE OF PERSONAL DATA

Unless a longer retention period is required or justified (i) by law or (ii) by compliance with some other statutory obligation, Drukkerij Hendrix shall retain your personal data only during the period that is necessary for achieving and fulfilling the purposes, as described in this Privacy Statement under III. Use of personal data.

1.7. YOUR PRIVACY RIGHTS

Within the framework of the processing of your personal data, you have the following privacy rights:

- Right to access your personal data;
- Right to rectification, completion or updating of your personal data;
- Right to deletion of your personal data (right to be forgotten) (within this framework, Drukkerij Hendrix does point

out to you that certain services will no longer be accessible, or be able to be provided, if you delete (or have deleted) certain necessary personal data); • Right to a restriction of the processing of your personal data; • Right to portability of your personal data; • Right to object to/oppose the processing of your personal data.

If you wish to exercise your privacy rights, please contact my.privacy@drukkerijhendrix.be or complete the form for exercising your privacy rights and send it to Drukkerij Hendrix by email or post. For verification of your identity, an identity card and/or registration at the reception will be required.

In principle you can exercise these rights free of charge via the above-mentioned form. Moreover, via your account you can always verify, update and/or change the personal data that you were obliged to communicate when creating your account.

If you no longer wish to receive newsletters or information about the services of Drukkerij Hendrix, you can unsubscribe at any time by clicking on the "unsubscribe" button, as provided at the bottom of each email from Drukkerij Hendrix.

1.8. SECURITY OF PERSONAL DATA

Drukkerij Hendrix undertakes to take adequate and reasonable physical, technological and organisational security measures with a view to preventing (i) unauthorised or unlawful access to your personal data, as well as (ii) loss, abuse or modification of your personal data.

Drukkerij Hendrix will safeguard all of the personal data that it has collected [in the cloud, on site, etc.].

Notwithstanding (i) the security policy of Drukkerij Hendrix, (ii) the verifications that it performs and (iii) the actions that it takes within this framework, an infallible level of security cannot be guaranteed. Absolutely no method of transfer or transmission via the internet nor any method of electronic storage is 100% secure, so that Drukkerij Hendrix cannot guarantee absolute security within this framework.

Finally, the security of your account will also depend in part on maintaining the secrecy of your password and other account information. Drukkerij Hendrix will never ask for your password and you will also not be obliged to communicate it yourself. If you have nevertheless communicated your password to a third party, this third party shall, via your password, be able to access your account and your personal data. In that event you are yourself liable for the actions that are taken through the use that is made of your account. Drukkerij Hendrix thus most emphatically urges you to immediately change your password when you determine that someone has access to your account, and to immediately contact Drukkerij Hendrix.

1.9. UPDATE OF PRIVACY STATEMENT

Drukkerij Hendrix is entitled to update this Privacy Statement by placing a new version on the Website. In this framework, it is strongly recommended to regularly consult the Websites and the page on which the Privacy

Statement is reproduced in order to be certain that you are aware of any changes.

1.10. REFERENCES TO OTHER WEBSITES

The Website can possibly contain hyperlinks to other websites. If you click on one of these links, you might go to a different website or internet source that - intentionally or via cookies or other technologies - could collect information on you. Drukkerij Hendrix bears absolutely no responsibility, liability or control authority over these other websites or internet sources, nor over their collection, use and dissemination of your personal data. You must therefore examine the privacy policy of these other websites and internet sources yourself in order to be able to judge whether they act in accordance with the Privacy Legislation.

1.11. CONTACT DRUKKERIJ HENDRIX

If you have questions about the Privacy Statement or about how Drukkerij Hendrix collects, uses or processes your personal data, please contact us:

• By email: my.privacy@drukkerijhendrix.be • By post: Kiezel Kleine-Brogel 55, 3990 PEER, Belgium

If you are dissatisfied about the way Drukkerij Hendrix has dealt with these questions or comments, or if you have any complaints about how Drukkerij Hendrix collects, uses or processes your data, you can file a complaint with the Privacy Commission.

2. COOKIE POLICY

2.1. WHAT ARE COOKIES?

Cookies are small text files that, during a visit to a website, are stored on the computer or other device. Cookies are generally used in order to enable websites to function optimally, to keep track of the actions of the visitors to the website, to retain login data, etc. There are different types of cookies which can be distinguished, depending on their origin, function and service life. You can find more information about the types of cookies at www.allaboutcookies.org.

2.2. WHAT ARE COOKIES USED FOR?

Drukkerij Hendrix uses cookies in order to:

- improve the use and functionalities of its website;
- analyse how users use the website and prepare statistics;

2.3. WHAT TYPES OF COOKIES DO WE USE?

Necessary cookies enable users to navigate a website and to use its functions.

Performance cookies collect data about the use of a website such as the number of visitors, the time visitors spend on a web page and error messages. We use - amongst others - Google Analytics (ensures the collection of anonymous data about the use of our website and the preparation of visitor statistics - How Google uses data when you use the sites or apps of our partners).

Functional cookies increase the user-friendliness of a website by remembering your choices.

2.4. HOW CAN YOU MANAGE YOUR COOKIES?

Thanks to advertising, you can visit most websites free of charge. As a result, the advertisements are better aligned with your interests. If you shut off the cookies you will still get ads to look at, but they will no longer be aligned to your preferences. Moreover, if you switch off the cookies that remember your preferences you will have to type in any login data (password, username) all over again each time.

Most browsers automatically accept cookies. You can set your browser in such a way that you are warned before a cookie is installed or so that cookies are refused. You will find more information about how you can set your browser via the Help button on your browser or via the following links:

- Google Chrome
- Internet Explorer
- Mozilla Firefox
- Safari

If you use different devices to visit this website, you must make sure that your cookie preference is set on the browser of each device. You can find more information about managing cookies at <http://www.allaboutcookies.org/manage-cookies/>. In addition, at the following sites you can select companies that you no longer wish to receive cookies from: <http://www.aboutads.info/choices/#completed> and <http://www.youronlinechoices.com/>.